

DTS EIS

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DTS centrally manages the maintenance of computer related hardware. The Equipment Inventory System (EIS) is the primary tool used to manage PC hardware equipment maintenance. The purpose is two-fold. One is to provide a means to store inventory information and second, is to serve as the source of information for placing maintenance service requests. There are various types of maintenance coverage including time and materials coverage.

Problems are reported via phone or web to the DTS Customer Support Center. A help desk ticket is immediately created and service is coordinated with the customer.

Billing for the maintenance portion is done on a monthly basis and is generated from the information in EIS. The fees associated with on-site monthly maintenance are presented in the DTS monthly bill.

FEATURES AND DESCRIPTIONS	
FEATURE	DESCRIPTION
Maintenance coverage	Maintenance coverage ranges from 5 day 8 hour coverage to 7 day 24 hour coverage. In addition, you can add critical coverage which shortens the required response time for the vendor. The monthly charge is calculated according to the pricing matrix and the type of maintenance coverage the agency chooses.
Time & Materials coverage	Equipment with time and materials coverage will be given lower priority than devices covered on the maintenance contract. There is no monthly charge. The agency is billed the hourly rate and parts if any are needed.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
DTS EIS	Monthly billing for the maintenance contract is cost plus ten percent.	Cost + 10%

ORDERING AND PROVISIONING

Customers may call the DTS Customer Support Center, (801) 538 3440 or (800) 678 3440 to submit a Help Desk ticket, or call:

EIS Administrator – Vicki Jensen (801) 538-3600

DTS RESPONSIBILITIES

DTS is responsible to act as contract manager between the state agencies and the vendor of this statewide contract. DTS is responsible for billing and to ensure the vendor will be paid via EFT by the seventh day of each month. DTS is responsible to provide a list of new equipment to the vendor on the first day of each month detailing devices being added or removed, as well as devices coming off warranty or changing maintenance coverage.

AGENCY RESPONSIBILITIES

Agencies are responsible to add equipment into EIS when they want it on the maintenance contract or on time and materials. It has to be added to EIS to pull the serial number up to dispatch a Help Desk ticket. Agencies are responsible to make billing changes, add/delete equipment, and to make modifications to their equipment's information. The agencies are responsible to review billing to ensure accuracy. Any discrepancies should be discussed with DTS Billing within 30 days of receiving the bill.

SERVICE LEVELS AND METRICS

Balanced Scorecard Measures include:

EIS Adjustments Completed within 5 days

Payment to vendor received via EFT by seventh day of each month

Monthly equipment list emailed to the vendor the first day of each month